

## **Frequently Asked Questions (FAQ's) about Courses**

### **How do I find out about the classes offered at The Summit Center?**

You may find our catalog of courses at:

[http://humanresources.vermont.gov/training/the\\_summit/](http://humanresources.vermont.gov/training/the_summit/).

Please visit the website frequently for updates, as the class selection changes frequently.

### **Does the Summit Center offer any courses online?**

Yes. The Summit: Center for State Employee Development (DHR) and Workplace Safety & Training (BGS) are pleased to announce the availability of on-line courses for state employees. Employees can register for these on-line courses at:

[http://humanresources.vermont.gov/training/the\\_summit/](http://humanresources.vermont.gov/training/the_summit/)

### **How do I register for a class held at the Summit Center?**

Complete a Registration Form, have your supervisor sign the form and then fax it to 802-241-1119. You can download a copy of the registration form at: [http://humanresources.vermont.gov/training/the\\_summit/](http://humanresources.vermont.gov/training/the_summit/)

### **Can I register on-line for classes held at the Summit Center?**

We are not currently set up to register on-line for classes offered at the Summit Center.

### **I tried to register for a class and received a notice that it is full. Will you notify me when the class will be held again?**

We maintain a waiting list for current classes only. Please visit the catalog website regularly for the most current course offerings.

### **Why do you need my supervisor's signature?**

The signature indicates that your supervisor: a) agrees to your being away from your work for the duration of the class: b) approves the expenditure for the class.

### **How will payment for a class at The Summit Center or an on-line course be handled?**

After the class is held, we will send your department an invoice. If you are a self-pay employee, you must pay prior to start of class. Checks should be made payable to: State of Vermont.

**My supervisor said I could have the time off to take a class, but my department will not pay for it. Can I pay for the class with a personal check?**

Yes. Complete the Registration Form with your supervisor's signature. Make note on the form that you intend to pay for the class with a personal check. Payment is due no later than the day the class is held. Checks should be made payable to: State of Vermont.

**Why do I need to notify the Summit Center if I cannot attend?**

Many classes fill to capacity very early. When you notify us that you cannot attend, we can contact employees who are on the waiting list and offer them a place in class.

**Can I send a substitute if I am unable to attend a class?**

Yes. If there is time, please contact the Summit Center to alert us of the change. If you received any special pre-class materials or instructions, please pass them to the substitute. The substitute should plan to attend the full class.

**What if I am sick on the day of a class?**

If there is no charge for the class, please have someone from your office contact the Summit Center to let us know you will not be attending. Please try to send a substitute in your place. If there is a fee for the class, please see the next question.

**I was unable to give ten business days notice for a class with a registration fee. Why was my department billed for a class that I was unable to attend?**

We contract with consultants on a minimum enrollment basis. If the minimum number of registrants is reached ten business days before the class, the Summit Center will be obliged to pay the consultant for that number of participants. Anyone who cancels after that ten day cut-off will, therefore, be required to pay the registration fee.

### **How can I avoid being charged for a class that I can't attend?**

Please give the Summit Center at least ten business days notice that you cannot attend a class. If you are unable to give ten business days notice, please make every effort to find a substitute. If we are able to fill your space with an employee on the course waiting list, we will not bill your department.

### **Do classes get canceled?**

Yes. Some of the reasons for cancelling include:

1. Enrollment below the minimum established for that class. Generally, we know about ten days before the class and we contact participants via e-mail or telephone.
2. Inclement weather. If weather conditions warrant a class cancellation, we try to give as much notice as possible. If weather deteriorates overnight, the voicemail at the Summit Center will be updated at 6:00 a.m. notifying participants of cancellation.
3. Illness of the instructor on the day of the class. In that case, we attempt to call those registrants who are furthest from Waterbury first. When a class is cancelled we make every attempt to reschedule it and contact participants with the new date.

### **Are classes open to participants other than state employees?**

Sometimes. We give first option to Vermont state employees, but we welcome other participants into classes that have space available. Call the Summit Center at 802-241-1114 to inquire about classes with space for non-state employees.

### **I am a temporary employee. Am I eligible to register for classes?**

Yes, you are eligible, subject to the approval of your supervisor. Complete the registration form, and submit it to the Summit Center by mail or fax (802 241-1119).

### **How can someone reach me while I am in class?**

If the class is at The Summit Center, call 241-1114 and the message will be posted outside the classroom. You will not be interrupted unless it is an emergency. If the class is in a district office we will include the contact

number in the confirmation letter. Also, call the Summit Center and we can give you the district office number.

### **Does the Summit Center offer computer classes?**

The Summit Center offers computer classes via our on-line course schedule. Employees can register on-line at:

[http://humanresources.vermont.gov/training/the\\_summit/](http://humanresources.vermont.gov/training/the_summit/)

### **How does the Summit Center select its classes?**

We use a multi-faceted approach. We review classes that have run in the past. Classes that are popular and receive good evaluations from state employees can be held once or twice a year. Also, we send e-mail inquiries to state employees asking what classes would be most helpful to sponsor.

### **How can I make a request for a class?**

Contact the Summit Center with your suggestions.

### **Can I attend a class in a location other than Waterbury?**

We offer some classes in district office locations. Consult the catalog for locations outside of Waterbury.

### **Can my department bring a Summit Center class to our District Office?**

Many classes can be run at other sites around the state. Classes taught by the Summit Center staff are easiest to arrange. The Summit Center can also facilitate arrangements for a local presentation of a class taught by one of our outside consultants. Contact The Summit Center for more information.